



Bulletin No.: PIT5839

Published date: N/A

## Preliminary Information

### PIT5839 Radio System Settings Lost or Returning to Default Values

#### Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Blazer	2020	All	All	All	All
Chevrolet	Camaro	2020	All	All	All	All
Chevrolet	Colorado	2020 - 2021	All	All	All	All
Chevrolet	Equinox	2020 - 2021	All	All	All	All
Chevrolet	Malibu	2020	All	All	All	All
Chevrolet	Silverado	2020 - 2021	All	All	All	All
Chevrolet	Sonic	2020	All	All	All	All
Chevrolet	Trax	2020 - 2021	All	All	All	All
GMC	Canyon	2020 - 2021	All	All	All	All
GMC	Sierra	2020 - 2021	All	All	All	All
GMC	Terrain	2020 - 2021	All	All	All	All

Involved Region or Country	North America, Middle East, Israel, Palestine, Argentina, Brazil, Chile, Colombia, Ecuador, Paraguay, Peru, Uruguay, Korea, Thailand, Australia/New Zealand, Egypt, Africa
Additional Options (RPO)	Equipped with Infotainment system IOR
Condition	<p>Customers may comment about any combination of the following Radio System Settings being lost, not retained, or returning to a default value after the ignition is turned off and the radio goes to sleep:</p> <ul style="list-style-type: none"> <li>• Audio Tone Settings; including equalizer or EQ, Fade, Balance, or Sound Mode return to a neutral, zero, or default value</li> <li>• Language setting defaults back to English from any other language</li> <li>• Radio Maximum Startup Volume has changed leading to a complaint the volume is louder or not as loud as what it was during the previous drive cycle</li> </ul>
Cause	The cause of this condition is unknown but appears to only occur with software version V135118. This software was built into 2021 model year vehicles listed but would not be present in a 2020 model year vehicle unless the radio was reprogrammed or replaced and programmed with the V135118 software version.

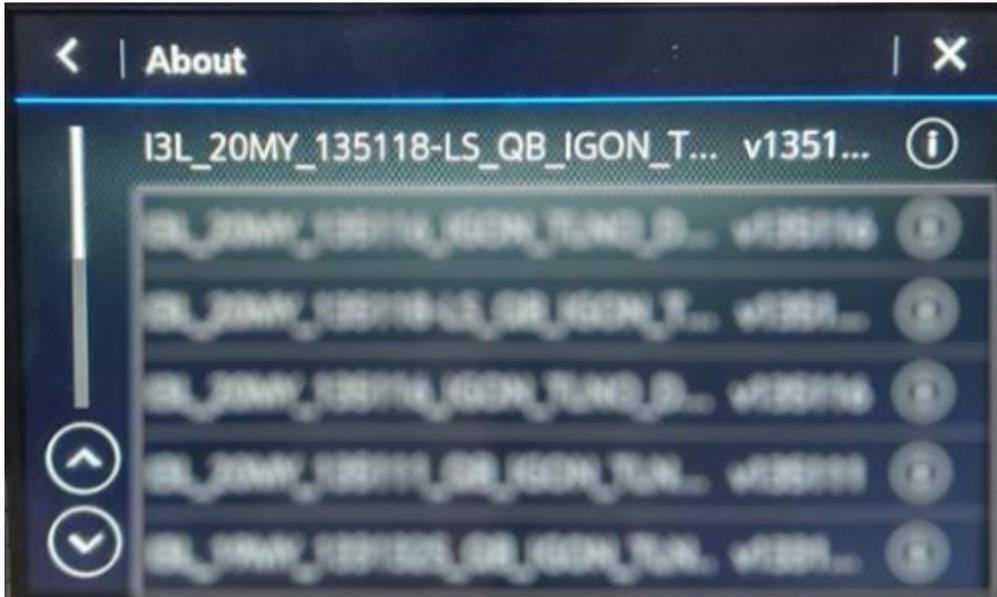
Correction:

Do NOT replace parts for this condition. Engineering is aware of the issue and investigating the root cause.

### Service Procedure

**Note: this PI condition only exists in software version V135118. If any other software version is in the radio then stop, this PI does not apply. Refer to SI for diagnostics.**

1. Verify the radio software version as this issue only pertains to version V135118. On the radio display, select Home, Settings, About. On this page will be what appears like a long file name. In the middle of this file name will be 135118.



- If the version is V135118 do not attempt repairs.
- If the version is numerically less than V135118 then this PI does not apply. Refer to SI for diagnostics.

We apologize for any inconvenience this may cause. This PI will be updated, or replaced by a bulletin, as additional information becomes available.

### Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
3487318	<b>Verify radio software version V135118</b>	0.2
<b>*This is a unique Labor Operation for Bulletin use only.</b>		

### Version History

Version	<b>1</b>
Modified	04/27/2021 - Created on.

